

Sara J. Clark, Secretary  
Massachusetts Department of Telecommunications and Cable  
1000 Washington Street, Suite 820  
Boston, MA 02118-6500

Dear Ms. Clark,

As a homeowner in Montague, I have been paying careful attention to the developments regarding extension of broadband service to un-served areas of town. I would like to see progress towards affordable broadband access for all, but it appears to be blocked by MBI.

I am strongly in favor of the "Matrix" proposal developed by the Montague Broadband Committee for the following reasons:

As a Massachusetts taxpayer, I have already financed the MBI initiated "Middle Mile", yet there is very little benefit to show for this work. A few public facilities have been connected, but the library and fire station in my area seem to have been forgotten. The Matrix solution utilizes this work that has already been paid for and will connect these buildings.

The Matrix solution utilizes optical fiber rather than coaxial cable (Comcast) or copper wire (Verizon). While it may not make much difference at this point, building new infrastructure with this technology allows for future improvements, rather than being locked into older generation hardware.

A solution of some sort should be undertaken as soon as possible to prevent further economic harm to the region. A home broadband connection had gone from being a luxury to being a necessity. Students at all levels and professional workers are now expected to have this as a matter of course. It is now so important that houses with no access to a broadband connection have become difficult to sell in the real estate market.

I have NO CONFIDENCE in the ability of Comcast to build out its network to cover the areas required, and once built, to provide service to its customers. Their record speaks for itself: Potential customers beg Comcast for service, and are consistently turned down as being "not worth the trouble." Those already connected find the customer service to be world class awful. It ranks at the very bottom of the American Consumer Satisfaction Index, underperforming even the rest of the cable industry, where "high prices, poor reliability, and declining customer service" are endemic. Comcast has a well earned reputation as one of the most hated companies in the United States.

The MBI should get out of the way and allow Montague to choose the Matrix solution.

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